

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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|-------------|------------------------|---|-------------------|-------------|
| Appl. No.: | 10/675,719 |) | Confirmation No.: | 6343 |
| | |) | | |
| Applicant: | ROUSH et al. |) | TC/A.U. | 2136 |
| | |) | | |
| Filed: | September 29, 2003 |) | Examiner: | OKORONKWO |
| | |) | | |
| Docket No.: | 4366-135 |) | | |
| | |) | | |
| For: | USING VOICE OVER IP OR |) | | |
| | INSTANT MESSAGING TO |) | | |
| | CONNECT TO CUSTOMER |) | | |
| | PRODUCTS |) | | |

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Applicants submit this Amendment to address the Office Action having a mailing date of September 30, 2008. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

Amendments to the Claims are shown in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 13 of this paper.